



Procedure: Referrals

Functional Area: VIII Certification, Eligibility and Coordination of Services

Section: C 2 a

Approval Date: 6/2015

Citation: 246.4(a)(8); 246.6(f)

Revised Date: 7/2013

Purpose	Provide guidance to assist staff in making appropriate referrals.
Policy	Staff must make referrals to health related and public assistance programs based on a client's and their family's needs and interests.
Assessing Need for Referrals	<p>Staff must assess the client's need for health services and other resources that support the family. Staff must offer referrals based on needs identified or client's interests at each:</p> <ul style="list-style-type: none">• Certification• Mid-Certification health assessment• Recertification• Education visit
Required Referrals	<p>Each local agency will develop a list of services available locally. The list will be updated at least annually. This list will be similar to the list of agencies contacted for outreach.</p> <p>Written information on Medicaid, including income eligibility, must be given to all individuals applying for or reapplying for WIC for themselves or on behalf of others.</p> <p>If individuals are not currently participating in Medicaid but appear to have an income below the maximum guidelines, the individuals is to be referred to Access Nebraska or to the appropriate agency to determine presumptive eligibility for the Medicaid Program.</p> <p>Written information must be provided on at least one occasion to all individuals applying for WIC for themselves or on behalf of others regarding SNAP, AFDC, and The Child Support Enforcement Program. Such information is to be provided during the initial application to assure that ineligible applicants receive the materials.</p> <p>Information is to be provided to applicants regarding other potential local sources of food assistance. Referral to other food assistance programs is required if the applicant is not eligible to receive WIC benefits.</p> <p>Individuals applying for themselves or on behalf of others for the WIC Program, but who cannot be served because the Program is operating at</p>

**Required Referrals
(cont.)**

capacity, must be provided with information about other food assistance programs.

**Other Referral Sources
to Consider**

Staff hear about a client's and family's needs. Clients often need more than WIC food. Other referral sources to consider include:

- Free or low-cost health insurance
 - Food resources
 - Immunizations
 - Breastfeeding support
 - Family planning services
 - Parenting support
 - Child development screening services
 - Other social and health programs
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Referral Networks

Agencies will develop and maintain a mechanism for mutual sharing of general program information between WIC and other community services. Agencies, organizations and offices in the outreach network shall be provided materials describing the Program and locations of local agencies.

Agencies will provide grassroots organizations with program information on a routine basis.

A Grassroots Organization is defined as: Any organization at the local level which interacts with potential or actual clients, particularly minorities and women, such as a community action program, civic organization, migrant group, church, neighborhood council, local chapter of the National Association for the Advancement of Colored People, or a similar group.

Making Referrals

Referrals should be made in a positive and helpful way.

- Stay up to date with community resources
 - Ask the client if she is interested to learn more about a program or service.
 - If the client is interested, tell them about:
 - Eligibility requirements
 - Cost (if there is one)
 - Location
 - Phone number
 - Business hours
 - The name of the contact person
 - Provide referral information to the community resource if it will help the client get services more easily.
 - Offer handouts and application forms for services.
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Document Referrals

All referrals made to or received from other agencies shall be recorded on:

1. The WIC Certification Form
2. The referral field in the computer system
3. The clients' Plan Of Care

Documentation shall include the date of referral, agency to which the client is being referred, and initials of the staff member making the referral.

Documentation of referrals from other agencies shall consist of the agency referring the client and date of referral.

Assess Referral Outcome

Staff should follow up on the outcome with clients of the referrals made at a previous visit.

Ask if the client was able to contact the service or program and if there were any problems or barriers getting the service.

Work with the client to resolve any problems or barriers.

Encourage clients who have not contacted the referral source to do so, or offer to call the service or program to schedule an appointment for the client.
